



THE COMMONWEALTH OF MASSACHUSETTS

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JUL - 5 2006

June 30, 2006

Federal Communications Commission
Office of the Secretary

Marlene H. Dortch, Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington, DC 20554

RE: CG Docket 03-123, DA 06-1175
MDTE Year 2005 TRS Consumer Complaint Log Summary

Dear Ms. Dortch:

Pursuant to DA 06-1175, the Massachusetts Department of Telecommunications and Energy ("MDTE") respectfully submits this filing in compliance with the requirement that states and Telecommunications Relay Services ("TRS") providers submit annual consumer complaint log summaries by July 1 of each year. See In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, Report and Order and Further Notice of Proposed Rulemaking, FCC 00-56, 15 FCC Rcd 5140 (March 6, 2000); 47 C.F.R. § 64.604. This submission constitutes the MDTE's year 2005 TRS consumer complaint log summary filing.

During the period of June 1, 2005 to May 31, 2006, the MDTE did not receive any consumer complaints alleging a violation of federal TRS minimum standards. All complaints were made directly to the TRS provider, Sprint. We are providing a paper copy and an electronic copy on the enclosed disk of this cover letter and the Sprint consumer complaint log summary.

Marlene H. Dortch
June 30, 2006

Page 2

The MDTE will continue to monitor the status of TRS in Massachusetts in order to assist in spotting national trends that may lend themselves to coordinated solutions.

Sincerely,

_____/s/_____
Michael A. Isenberg
Director, Telecommunications Division

enclosure:
consumer complaint log summary

cc with enclosure:
Pam Gregory,
Consumer and Government Affairs Bureau

Massachusetts Relay Service – June 1, 2005 through May 31st, 2006

1. Total Number of TRS complaints: 114

Massachusetts Customer Contacts - June 2005 through May 2006

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/05/05	Wanted relay to place English to Spanish calls.	06/05/05	Explained that relay can only process English to English or Spanish to Spanish calls.
06/07/05	Operator hung up on me. This keeps happening, but I don't have the other operators' numbers. Sprint needs to know about this. Thanked customer and apologized. No follow up.	06/07/05	Thanked customer and apologized. No follow up.
06/09/05	The gentleman from the hospital, who I spoke to a little while ago, was calling to complain that the opr gave the nurse a hard time about placing a long distance call. The nurse provided the opr with their LD company and the opr told her it was not on the list of choices so she could not make the call. The nurse informed the opr that someone at the hospital had just spoken to a CS rep and was told how to go about placing a long distance call and was told there would be no problem. The opr finally placed the call after hearing that.	06/09/05	I apologized for the inconvenience and told him the opr would be spoken to and coached on proper procedure.
06/10/05	Becky from Sprint Relay CS called with customer complaint. According to customer the opr relayed an answering message then "suddenly some strange message by putting 603 in front." The customer wanted to know if it was a mistake and meant to say 703 instead of 603. Instead of answering the opr disconnected. The customer believes it was an innocent disconnect but wants follow up via email with opr's answer if it was mistaken relayed info.	06/10/05	Rox sent email asking for more info on 6/7/05. No response as of 6/10/05. Will open new contact if/when response is received.
06/13/05	Trying to call his mother who is a VCO user, and recently she's been getting increasing amounts of garbled messages (numbers and symbols). Wanted to know what he should do?	06/13/05	Suggested for his mother to try to hit the space bar a couple of times before typing or try typing abc 123 abc 123 a few times to see if that would help. Asked if there were any background noises. Also recommended calling the TTY's manufacturer or VCCD.
06/13/05	Called in to place a call to Comcast but when he reached the Operator he informed her he wanted a live person in CS the opr informed him there was no CS or live person. Stated the Operator was rude. Provided her with the number 2 times. Believes the opr did not call the number felt she was rude. Hung up with opr 2621F and called back into Relay reached a different opr gave her the same information and the call was placed with no plms.	06/13/05	Apologized to the customer for the plms he experienced with the opr. Informed him the opr would be spoken to. Spoke with Roxanne who spoke with the opr and the opr was coached on professionalism and the correct policies and procedures were reviewed with the operator.
06/16/05	Caller was unable to connect to Relay between 6:00am and 9:20am. Wanted to know if there were any problems. Tried again at 9:45am and was able to connect.	06/16/05	Informed the caller that no problems were reported and that if she continues to experience problems linking up to Relay to call MEDP.
06/20/05	Was told by operator that Relay "did not do 900 number calls" wanted to know how to call to a 900 number. Wanted to know if there was an "extra charge" if he dialed in through that number.	06/20/05	Provided caller with the 900 access number to relay and informed the caller there is a charge when connecting to the 900 number what ever there charges are per minute they would have to ask the company.
06/20/05	Caller placed a call thru relay to Toronto and asked the opr to use	06/20/05	I explained that I am not authorized to give refunds, however if he

	Verizon for LD. The caller got the phone bill and the call was billed to AT&T. He would like to know if he can get a refund since the opr did not place the call thru the carrier he had asked for.		would like to mail us a copy of the bill with the disputed charges highlighted then I will be happy to pass the info along to the person in charge of this. He indicated that he will be mailing this to us this week.
06/22/05	The caller's co-worker is a TTY user who was trying to place a LD call using AT&T thru relay. A recording came on saying the call could not be completed. They have not had this problem in the past.	06/22/05	I suggested they try placing the call again and if they get the same recording they should contact AT&T customer service to inquire about the recording.

06/22/05	The caller's mother is a VCO user. Just about every call she makes she gets a lot of garble (all numbers and symbols, no letters). Sometimes it gets better when the oprs turn off turbocode. His mother uses a cordless phone and he's wondering if that would be a reason for the garble. He also said that "relay is a godsend"; they really appreciate the service, especially the VCO feature.	06/22/05	Explained that background noise can cause garble. Suggested that he check the TTY to see if he can turn the turbocode off on his end. Told him I wasn't sure about the cordless phone but I would have someone call him back. 6/22/05 1pm - Called customer and told him I don't have any info on cordless phones and whether or not they can cause garble. Offered to provide numbers for MEDP and Ultratec but he said he would try disabling the turbocode on his end and make sure his mother turns the volume down on her TV first. If that doesn't work he'll give us a call back.
06/24/05	Having trouble with people hearing her over the last 2 weeks majority of the times. Asks the operators if they can hear her before dialing out and they say they can. Is sure that it is not her TTY.	06/24/05	Apologized for the inconvenience, informed her I would pass this information on and she would like a call back. Roxanne and Sprint Tech spoke with her on 6/24/05 and asked her to call Supervisor if problem happens again so the tech can check the computer.
07/01/05	Calling to find out why the Relay number does not show up on the caller id.	07/01/05	Informed the caller that the software is not designed to show the Relay number on their caller id. That the customer is in full control of the call.
07/04/05	Customer was frustrated because they could not get through to an operator. The line was busy. Said "by the way operators are doing a great job".	07/04/05	Apologized for the inconvenience. Explained to customer that sometimes MassRelay will have so many calls coming in that all of our Operators are busy handling the calls. When this happens you will be put in queue for the next available operator to take your call immediately.
07/07/05	Lost VCO branding.	07/07/05	Rebranded 7/7/05.
07/20/05	Caller had to dial relay several times before reaching an operator. His calls went into queue and were disconnected.	07/20/05	The disconnects might have been due to loss of cell phone signal, as the line got cut off while we were speaking about the issue. The customer did not call back after we were disconnected, but a supervisor did verify that relay lines had been busy, causing calls to queue.
08/02/05	Caller had to wait in queue before reaching an operator.	08/02/05	I verified with a supervisor that there were calls in queue; apologized to the caller; and explained that the problem was due to heavy call volumes.
08/31/05	Lost VCO branding	08/31/05	Apologized; rebranded number for VCO.
09/04/05	VCO user called in to say that she has noticed the changes with Relay and said "They took a wonderful service with good operators and good supervisors and made a mess of it".	09/04/05	Apologized to the customer and informed them that their msg would be relayed to the appropriate person.
09/12/05	The caller complained that the opr did not type part of the conversation back to them, but typed dots instead. I received garbling from this caller and when I asked them to clarify they said they had no time and hung up.	09/12/05	The "dots" that TTY user received could have been garbling or it could have been the opr trying to clear the garbling they received. Since the TTY user hung up when asked to clarify the problem they could not be referred to MEDP or VCCD to have their TTY checked.
09/13/05	The callers says that whenever he calls into relay on his cell phone,	09/13/05	I branded his number for voice and had our technician look into this.

	Using either 711 or the 800 voice number, he gets TTY tones.		He could not duplicate the problem and said it could have something to do with the cell phone company or the cell phone itself. He's not sure if the branding will take because it's a cell phone. I called the customer back and explained this to him and he said that that's fine - he'll just wait through the handshake procedure if he has to.
09/19/05	Having problems with her TTY not connecting to the Relay.	09/19/05	Suggested calling MEDP and VCCD. Provided caller with both numbers.
09/19/05	Complaining that 2645F is impersonating a Supervisor. Says she has caught operators impersonating Supervisors before.	09/19/05	Explained to the caller that 2645F was not impersonating a Supervisor that she is a Supervisor. I let her know I would file a complaint that she was unhappy.

09/22/05	Lost VCO branding.	09/22/05	Rebranded number for VCO.
09/24/05	Caller had been disconnected from relay; wanted to know whether voice user had received his last message.	09/24/05	Explained that relay does not keep records of calls and therefore cannot not provide that information.
09/26/05	The caller says that the last two times they've dialed relay using 711 they have been unable to connect to relay.	09/26/05	Provided caller with 800 TTY number.
10/13/05	The caller said that the OPR was rude when he was trying to call a business and was rude about following instructions.	10/13/05	Apologized to the caller. The OPR was coached on proper procedure and handling of calls.
10/19/05	The caller and two of her friends are getting harassing prank calls all hours of the night.	10/19/05	Explained that per the FCC we are unable to block relay calls now. Suggested she contact her local phone company.
10/25/05	The caller says she gets garble on incoming calls only. She also wanted to get an Ultratec manual. She praised OPRs' skills and said the "OPRs are wonderful."	10/25/05	Provided Ultratec's number so she can call them and request a manual. Rox and Ray called her back and spoke with her about possible solutions for the garbling.
10/26/05	Consumer reported poor relay quality. (complaint received via website feedback form)	10/26/05	Consumer does not wish to be contacted regarding this complaint.
10/28/05	The caller uses Verizon for long distance calls but was billed \$8.30 by Sprint. She said she has already contacted Verizon and Sprint about the charge and she would like us to remind all trainee operators to pay attention to callers' dialing instructions.	10/28/05	Apologized and told her all OPRs will be reminded to follow callers' instructions.
10/31/05	VCO user informed AIC that the operator on her previous call had dialed an incorrect long distance number.	10/31/05	AIC apologized and offered to transfer to CS, but caller declined.
11/08/05	The caller said that OPR 2600F was rude and took a long time to dial. He said when he gave her the number to dial she said he would have to wait and she would dial when she was ready and it took five minutes for her to dial.	11/08/05	Apologized to caller. OPR coached on proper policy and procedure.
11/23/05	The caller wanted his number unblocked on this particular call. The supervisor assisted the OPR with proper procedure, however the Caller ID did not transmit. The caller would like a call back about this problem.	11/23/05	A trouble ticket was put in for this call. I spoke to our technician and he said he was unable to duplicate the problem and it's possible there could be a problem with the software. He suggested that the caller dial star 82 before dialing into relay. I called the caller back and left a message on his voice mail informing him that since the computer was unable to unblock his number he should dial star 82 before calling into relay if he wants his number unblocked. The Acct Mgr will be monitoring this complaint.
11/28/05	The caller has long distance service through Verizon. For the past two months she has received a couple of charges on her long distance bill from Sprint. She already contacted Verizon and they	11/28/05	Checked her profile and verified that Verizon is listed as her long distance provider. Since Verizon is in the database as her long distance provider, the calls should automatically be billed through

	distance provider, the calls should automatically be billed through Verizon. I spoke to our technician and put in a trouble ticket for this. The caller does not want a call back.		
11/29/05	The caller said that OPR 2857 had very choppy voicing. She couldn't understand what the TTY user was saying because the voicing was so choppy. The OPR also read the typos exactly as they were typed, even when the word was obvious. Also, when the caller was giving names of people and places she spelled them out so the OPR would have the correct spelling and she was told by the OPR to stop spelling things.	11/29/05	Apologized for the poor service. Explained that it is fine to spell things out if she wants to. Also explained that reasonable typos can be fixed (if OPR is absolutely sure what the word is supposed to be). OPR was coached on proper policy and procedure.
11/29/05	The caller is constantly receiving harassing calls through Relay.	11/29/05	Explained that Relay cannot limit the content of calls or keep records of calls. Suggested she contact her phone company if she wants to trace the calls or block the number.
12/01/05	Lost VCO branding.	12/01/05	Re-branded line for VCO.

12/09/05	Caller is constantly receiving prank calls through Relay all hours of the night. He would like his number blocked from receiving any more relay calls.	12/09/05	Explained that Relay is unable to block calls and suggested he contact his phone company.
12/12/05	Caller said trainees have a lot of trouble with her VCO calls - they weren't responding, not turning on VCO, and the dial out time was slow.	12/12/05	Apologized to caller. Trainees coached on proper VCO procedures.
12/21/05	The caller said that her mother was calling her through Relay. The OPR did not get the entire greeting and asked the caller to repeat it. The caller said, "no, just say Anne Marie." The OPR again asked her to repeat the greeting. The caller felt that this was very rude. She did not provide CS with the OPR number.	12/21/05	Apologized to caller for poor service during this call.
12/21/05	The caller was placing a local call and the OPR asked her how she wanted to bill the call: calling card, third party, etc. She explained to the OPR that this was a local call and she shouldn't need to provide a billing method.	12/21/05	Our technician looked into the matter and could not duplicate the problem. It was determined that this was probably a technical problem with the OPR's computer. I called the TTY user back and explained that there was a technical problem that prevented the call from being placed without providing a billing option. I apologized for the inconvenience and told her to call me back if she encounters this problem again.
12/27/05	For several days, caller ID has not worked on certain incoming relay calls.	01/04/06	Said I was not aware of any problems w/caller ID but would note the issue (12/27); trouble ticket #953053 was filled out (12/28) and entered (1/3); called and informed customer that technician will continue investigating problem (1/4); caller may consult Verizon.
12/28/05	Caller is receiving multiple calls through MA Relay, from someone requesting a TTY user. As there is no TTY user at her number, she believes the calls are pranks/harassment.	12/28/05	I explained that operators are unable to restrict calls placed through relay and suggested she contact her phone service provider.
01/09/06	Caller has received over 50 harassing calls through Relay and he wants the calls to stop.	01/09/06	Explained that Relay cannot block calls and suggested he contact his phone company to see if they can be of assistance to him.
01/10/06	Operator trainee 2626FT sent incorrect macro (HUNG UP instead of ANS MACH); caller wanted opr to be more careful in typing.	01/10/06	Operator was coached on importance of typing accuracy.
01/11/06	Caller said that OPR misspelled a lot of words. She did not know the OPR number.	01/11/06	Apologized to caller for poor spelling.
01/11/06	The caller said that she was trying to place a local call and the OPR asked for her long distance provider because the computer was showing the call to be a long distance call. She said this happened about six months ago also but the problem had been fixed.	01/11/06	I spoke with our technician and he said he was aware of the problem and is expecting it to be fixed within a couple weeks. I called the customer back and left a message on her answering machine informing her what our technician said.
01/12/06	Caller had a hard time getting through to Relay. Said they had waited 20 minutes to get an OPR.	01/12/06	Apologized to caller for long wait time. There were many calls on hold at that time.
01/16/06	Caller said that the wait time was longer than 60 seconds for the call to be answered.	01/16/06	Apologized to caller for wait time.

01/17/06	Caller could not get through to Relay using 711.	01/17/06	Provided caller with 800 voice number.
01/17/06	Caller could not get through to Relay using 711.	01/17/06	Provided caller with 800 TTY number.
01/17/06	Caller could not get through to Relay using 711.	01/17/06	Provided caller with 800 TTY number.
01/17/06	Caller could not get through to Relay using 711.	01/17/06	Provided caller with 800 voice number.

01/17/06	Caller is unable to get through to Relay using 711. Wants to know how long 711 will be down. Also wants to know if the problem is just in MA or is it nationwide.	01/17/06	Provided caller with 800 TTY number. Explained that the technician is aware of the problem and is working on it. We don't know if it's just a MA problem or nationwide.
01/17/06	Caller cannot get through to Relay using 711.	01/17/06	Provided caller with 800 TTY number.
01/17/06	Neither the caller nor her friend who uses VCO is able to get through to Relay using 711.	01/17/06	Provided both TTY and voice 800 numbers.
01/17/06	Caller cannot get through to Relay using 711.	01/17/06	Provided caller with 800 TTY number.
01/17/06	Caller cannot get through to Relay using 711.	01/17/06	Provided caller with 800 TTY number.
01/17/06	Caller is unable to connect to Relay using 711.	01/17/06	Provided caller with 800 voice number.
01/17/06	Caller is calling for a VCO user who is unable to connect to Relay using 711.	01/17/06	Provided 800 TTY number.
01/17/06	Caller is unable to connect to Relay using 711.	01/17/06	Provided 800 TTY number.
01/17/06	Caller is unable to connect to Relay using 711. She also wanted to know how to tell if a call through Relay is from a TTY user or a voice user. She answers the phone with her voice and the OPR will announce the call as Relay and ask for her but she's not sure if the caller is a voice user or a TTY. She gets calls from both. So she's not sure whether to turn on the TTY or not.	01/17/06	Provided caller with 800 TTY number and told her the technicians are working on the 711 problem. In regards to her question about whether the caller is a TTY user or voice user, I suggested that if she is unsure she can always ask the OPR if the caller is a TTY or voice user, or if the call is for a TTY user.
01/17/06	The caller and her friends and family cannot get through to Relay using 711.	01/17/06	Provided both TTY and voice 800 numbers.
01/17/06	The caller received a call through Relay threatening her children. She doesn't know anybody who uses a TTY or is deaf. She contacted the authorities and they told her to call Relay.	01/17/06	Informed caller that Relay keeps no records of calls.
01/17/06	Could not reach relay through 711 number.	01/17/06	Apologized and provided MA Relay Voice/TTY 800 numbers.
01/18/06	Could not reach Relay via 711 number yesterday; also, asked about how to unblock phone number for caller I.D.	01/18/06	Said that 711 should be working now; explained how to dial *82 before calling relay to unblock number.
01/18/06	Couldn't reach relay via 711 number.	01/18/06	Apologized for the inconvenience; said that technicians are working

			on 711 access.
01/18/06	Couldn't reach relay via 711.	01/18/06	Apologized for the inconvenience; customer will call back in a few days if the problem persists.
01/19/06	Caller asked why 711 wasn't working.	01/19/06	Informed caller that this problem has been fixed. Asked them what was happening when they dialed 711. They said they couldn't get an OPR. I asked if they got a holding message and they didn't answer. They just thanked me and hung up.
01/19/06	Received offensive call through relay; asked whether person would need TTY in order to place the call, and whether the call could be traced, or a transcript obtained.	01/19/06	Explained that TTY is needed to place calls through state relay, but not IP relay. (Caller did not remember whether operator announced MA or Internet Relay.) Informed caller that, for reasons of confidentiality, no records are kept of relay calls.

01/23/06	The caller said that she frequently gets garble on her TTY. She just replaced her TTY about six months ago (she had a garbling problem with the old TTY as well). She also said that there should be a holding message for callers who are hold waiting for an available OPR.	01/23/06	Suggested the caller make sure the volume on her radio and TV is turned down while she's on a call. She said she does that. Offered her the number for Ultratec but she didn't want it. Said that since she had the garbling problem with her old TTY and the new one that it could be a problem with her phone jack or the inside or outside wires. Suggested she contact her local phone company. In regards to her suggestion about a holding message, I explained that there is a holding message for callers in queue. I explained that when she called, if she didn't get a greeting from an OPR and she didn't get the holding message then she wasn't connected to Relay.
01/23/06	Caller placed a local call and it was billed as a long distance call. She already called Sprint and got the charges removed from her phone bill.	01/23/06	Apologized for the inconvenience. (According to our technician, this is a problem that Sprint is aware of and it is supposed to be fixed within a couple of weeks).
01/24/06	The caller was unhappy with how her call was handled last evening. The OPR was a trainee, but she did not get the OPR number. She feels OPRs should not be allowed to take calls unless they're fully trained. She asked that the trainer be informed.	01/24/06	Apologized and told her that her comments would be passed on to the trainer.
01/24/06	Caller said they could not get through to Relay using 711; they had to dial the 800 number.	01/24/06	Informed caller that I would let our technician know about the problem so he can pass the information along to Verizon.
01/24/06	The caller was calling for her grandmother who is a VCO user. Her grandmother has tried to place a few local calls and was asked by the OPR for her carrier of choice. The caller was not sure if her grandmother has incurred any long distance charges for the local calls, but she'll check the phone bills.	01/24/06	Apologized to the caller for the inconvenience. Told her if her grandmother incurred any long distance charges to contact the provider to get the charges removed from her bill. Informed the caller that our technician is aware of the problem and is working to fix it. Suggested next time her grandmother tries to place a local call and the OPR asks for her COC that she ask to speak to a Supervisor who can instruct the OPR on how to put the call through without charging her.
01/25/06	Called on behalf of relative who is receiving crank calls through relay; requested call back regarding this issue.	01/25/06	Agent advised her to contact local phone company to report nuisance calls. 1/25/06 7:30PM Left message on customer's voice answering machine. Explained that relay cannot restrict calls; again suggested she contact phone company, or police department, for assistance.
01/25/06	Said that her caller i.d. did not transmit to cell phone user.	01/25/06	Verified that profile (customer notes/preferences) show that caller i.d. will send; explained that sometimes her number may not transmit to cell phones via relay.
01/31/06	The caller complained that trainees are not following her billing instructions. She always requests Verizon and is getting billed for some calls by Sprint. She does not have any OPR numbers. She would like trainees to listen to her billing instructions, and she would like the supervisors of the trainees to speak to them about it.	01/31/06	Apologized to caller. Trainees reminded to follow customer instructions.
01/31/06	The caller gave OPR the number to dial and said she would like to leave a message if she reached an answering machine. The line was answered by an answering machine and the OPR hung up the	01/31/06	Apologized to the caller. OPR was coached on following callers' instructions.

	was answered by an answering machine and the OPR typed out the answering machine instead of giving caller the "GA" to voice her message.		
01/31/06	The caller said that OPRs have no patience and hang up on her.	01/31/06	Confusion over OPR answer protocol. Caller thinks OPRs are hanging up on her, but OPRs are following proper answer protocol.
02/08/06	Operator was impatient when pacing the caller's responses, and was rude/abrupt at the end of the conversation. Caller did not remember the operator number.	02/08/06	Apologized to the customer; explained that, without an operator number, I could not find out who had processed her call, but would make a note of the issue.
02/20/06	The caller has been receiving prank calls and wanted to know if the OPR knew who the caller was.	02/20/06	Advised the caller that she could call through Relay to reach that number and find out who is calling her, or she could call the phone company for information on blocking that number.

02/27/06	The caller said that she was getting garbling on most of her calls for about three days. It's better now, but she's wondering why she was getting garble.	02/27/06	I explained ways for the caller to try to clear the garble. Also, since this problem only occurred for a couple of days and is better now, I suggested the possibility that the garble could have been caused by a bad connection from the phone lines due to high winds. She said the only other time she had a problem with garble was about a month ago, and it was really windy then too. She thanked me for the explanation and said she'll note the weather conditions next time she has a problem with garbling.
03/02/06	Caller said they were connected to a number through Relay, and then Relay stopped responding.	03/02/06	Informed the caller that it sounds like it was a technical problem and apologized for the inconvenience.
03/02/06	The caller said she had called Verizon and was told that Relay can dial 411. However, she was told by a TTY user that OPRs cannot dial 411. So she wants to know if OPRs can dial 411 or not.	03/02/06	I explained that OPRs can place calls to Directory Assistance. She asked if the number dialed was 411 and I explained that OPRs cannot dial just three digits and the number dialed is 555-1212. She said that is unacceptable and discriminating to deaf people and it needs to be changed. She wants to talk to somebody higher up who can assist her. I referred her to Robert Giuntoli and provided both his phone number and e-mail address.
03/06/06	Caller is getting a lot of garbling during calls.	03/06/06	Suggested the caller disable Turbo Code. Also provided the numbers for MEDP and Ultratec in case garbling persists.
03/30/06	Customer states that he believes that this agent is continuously calling his home. He state his children were playing games with the relay previously and were reprimanded but now this agent is making calls on his own to his home to get even. It was explained how relay works but the customer insisted that the complaint be turned in on this agent. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated.	05/09/06	Issue was discussed with OPR and customer had been educated on how relay works.
04/04/06	Customer notes specify 45WPM transmission speed, but this operator and others type too quickly. This is only a problem on Voice to TTY calls.	04/04/06	Apologized to the customer. Explained that sometimes operators are unable to reduce transmission speed to Outbound TTY users. Notified supervisor of issue.
04/17/06	Received garbled text from relay operators.	04/17/06	Apologized; did troubleshooting for garbling.
04/24/06	Caller said when she places calls to a TTY user OPRs occasionally have trouble changing the speed. She also said sometimes recently her outbound was receiving the same message typed by the OPR numerous times, and she thought it might be a computer glitch. (call taken on the floor by a supervisor)	04/24/06	Supervisor advised her if it happened again to have the OPR call a supervisor over to view the problem. She said she was unsure what the problem was but that she would note it.
04/25/06	VCO user lost branding on her line.	04/25/06	Re-branded line for VCO.
04/27/06	Caller was charged by MCI for regional toll calls. Verizon is caller's provider.	04/27/06	Fixed MCI intralata error in database. Suggested caller contact MCI for assistance with the error.

	COC.		to dispute the charges on his bill.
04/27/06	Customer stated that operator disconnected his call after he provided number to dial.	04/27/06	Operator was coached; she apologized, stating that she had not heard the call arrive at her console. Relayed explanation/apology to customer during return call.
04/27/06	CS received letter and copy of phone bill from customer, who has international calling plan through Verizon but was billed through MCI for international call. Customer followed up with CS by phone.	04/27/06	Referred customer to long distance providers for adjustments. Customer stated that he would call first Verizon, then (if necessary) MCI. Customer may also call relay CS again for follow up.
05/01/06	Caller was billed by MCI for regional toll calls. Her COC is Verizon. She already called Verizon and took care of the matter with them, and they suggested she call us to report the problem.	05/01/06	Fixed MCI intralata error in database; changed COC back to Verizon (All Others).

05/03/06	Caller is being billed by MCI; his COC is Verizon.	05/03/06	Fixed MCI intralata error in database; changed COC back to Verizon (All Others). Explained that he needs to contact MCI to dispute any charges on his phone bill.
05/04/06	Caller described background/environmental garbling problem.	05/04/06	Explained effect of background sound on TTY transmission; referred caller to phone company for issues with phone line.
05/09/06	Customer stated that operator misdialed a long distance number; caller wants reimbursement for charges.	05/09/06	Apologized; suggested that customer contact Verizon to request refund.
05/10/06	Caller was billed by MCI; Verizon is her COC.	05/10/06	Suggested she call MCI to dispute the charges. Fixed MCI intralata error in database; changed COC back to All Others.
05/12/06	Caller was billed by MCI instead of Verizon and wanted a credit to his bill.	05/12/06	Referred caller to MCI to dispute the charges.
05/16/06	Caller was billed by MCI for regional toll calls; his COC is Verizon. He spoke to both MCI and Verizon (after being referred to them by us) and they both said they will not take the charges off his bill. They both told him to contact us for a refund.	05/16/06	Told the caller I would speak to management and have them look into the issue and I would call him back with an answer. Center manager spoke to Verizon about this issue and was told Verizon will contact the customer to resolve this.
05/16/06	Caller was billed by MCI for LD and regional calls; her COC is Verizon.	05/16/06	Explained to her that she would have to call MCI to dispute the charges. Checked the database and verified that Verizon is listed as her LD COC and All Others is listed as her regional COC.
05/17/06	Caller was billed by MCI; Verizon is COC.	05/17/06	Referred caller to MCI to dispute charges. Fixed MCI intralata error in database; changed COC back to All Others.
05/19/06	Caller was billed by MCI; Verizon is her COC. (calls were in March and April)	05/19/06	Referred caller to MCI to dispute the charges. Suggested she contact Verizon if MCI won't remove the charges. Checked the database and verified that the intralata COC was All Others. MCI intralata error had been fixed on 5/9/06.
05/19/06	Calling on behalf of a client who was billed by MCI when Verizon is her COC. The last call billed by MCI was on April 19 (from her current phone bill).	05/19/06	Referred caller to MCI to dispute the charges. Checked profile in database and All Others is listed as COC. MCI intralata error was fixed on 4/21/06.
05/22/06	Caller was billed by MCI for a couple calls this month and a couple calls last month. Verizon is her COC.	05/22/06	Referred caller to MCI to dispute the charges. Checked caller's profile and the COC in the database and Verizon/All Others is listed as her COC.
05/30/06	Caller was billed by MCI; Comcast is her COC (caller has no profile).	05/30/06	Referred caller to MCI to dispute the charges.
05/30/06	Caller was billed by MCI; Verizon is her COC. She already called Verizon and had the charges taken care of. She was told by Verizon to call us and let us know about the problem.	05/30/06	Checked caller's profile; MCI intralata error was fixed and COC changed back to All Others on 5/1/06.

05/30/06	Caller was billed by MCI for calls in April and May; Verizon is her COC. She already called Verizon and had the charges taken care of. She wanted to verify that Verizon was listed in her profile as her COC.	05/30/06	Checked caller's profile; MCI database error was fixed and the COC was changed back to All Others on 4/27/06.
05/30/06	Caller was billed by MCI; Verizon is her COC.	05/30/06	Fixed MCI intralata database error; changed COC back to All Others. Referred caller to MCI to dispute the charges.
05/30/06	Caller is being billed by MCI; Verizon is her COC. She already called Verizon and they removed the charges for her. She wants to make sure her profile lists Verizon as her COC.	05/30/06	Checked caller's profile; MCI intralata database error was fixed on 5/9/06. All Others is in the database as the COC.
05/30/06	Caller was billed by MCI; Verizon is her COC.	05/30/06	Referred caller to MCI to dispute the charges. Checked caller's profile; MCI intralata database error was fixed on 5/9/06. All Others is listed as the COC.
05/30/06	The caller was billed by Sprint; Verizon is his COC.	05/30/06	Checked caller's profile; All Others is listed as COC. Referred caller to Sprint to dispute the charges.